

Amendments to the Specification

Please amend the paragraph beginning at line 18 on page 8 of the specification as follows:

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b) user Access

Reference 400 globally designates the subscriber's computer and telephone system including a number of conventional computers 410 connected together via an Intranet-type network 420.

*B1* Reference 440 globally designates the telephony system of the subscriber, which is connected to the telephone network 200 via one or several lines 500. The computer system 410, 420 of the subscriber is connected to the hosted switch platform 110 of the communication platform 100 via a multiplexer 430 connected to one end of a so-called virtual private network (VPN) [[link]]data channel (link) 600, the other end of which is connected to the hosted switch 110 as will be described in greater detail below.

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Please amend the first paragraph on page 14 of the specification as follows:

*B2* As the UTA operates within the subscriber's information system 400 from the logical standpoint, it may interact in real time or close to real time with other agents or data (or more generally software components) located within anywhere in this information system. [[Or]]Of course, such interaction during the handling of an incoming call should be performed with sufficient speed to avoid any undesirable latency in providing vocal information to the caller after hanging off.

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